



NEWS RELEASE

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Make your military health benefit work for you: Where to go for help

All this month, we're providing information for those new to the European theater or who have recently had a change in their family—such as a move or a new baby—about keeping their military health benefit up to date. So far, we've discussed:

- Step 1: Verify Eligibility by ensuring your DEERS information is updated (see www.tricare.osd.mil/DEERS for details).
- Step 2: Check Your Coverage by contacting your local TRICARE Service Center (see www.europe.tricare.osd.mil and click “TRICARE Service Centers”).
- Step 3: Know How to Get Care (Appointment Line: INSERT NUMBER HERE; On-Base Emergency: INSERT NUMBER HERE; Off-Base Emergency: INSERT NUMBER HERE).

Step 4: Find Help When You Need It

For most questions about your military health care benefit, your first stop should be your local TRICARE Service Center. In addition to providing information about your TRICARE benefit, the staff can help with enrollment issues, eligibility (DEERS) questions and claims filing. You can reach your local TRICARE Service Center at INSERT NUMBER(S) HERE.

If you or a family member is in a host-nation hospital, your TRICARE Service Center can also connect you with a Patient Liaison, who can help bridge some of the language and cultural barriers you may encounter.

Nurse Advice Line

TRICARE Europe's Nurse Advice Line gives you 24-hour-a-day access to a registered nurse, who can help you deal with middle-of-the-night situations such as a sick child. Our nurses can provide self-treatment options and help you decide whether you need to seek care immediately or make an appointment with your Primary Care Manager. You can reach the Nurse Advice Line toll-free by calling INSERT COUNTRY-SPECIFIC NUMBER HERE.

Other Resources

- To find out about services offered by your local Military Treatment Facility, call INSERT NUMBER HERE or go to INSERT WEB ADDRESS HERE.
- For general information about TRICARE in Europe, visit the TRICARE Europe web site at www.europe.tricare.osd.mil.
- To get general information about TRICARE, including what is and is not covered, go to www.tricare.osd.mil.
- Use www.tricareonline.com to manage your TRICARE benefit, make appointments and track claims.